# *(esi)* ESI eSIP Evolution Series™ e-Series Server

# Call Center Solution Guide

Make it simple for your call center agents and supervisors to deliver greater customer experience. This guide aims to help you do just that.

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# **ESI Call Center Solution**

# Call Center Overview

### What is the ESI Call Center Solution

ESI eSIP e-Series Server introduces an inbound call center solution to improve agent efficiency, responsiveness, and customer satisfaction for SMEs running service centers.

ESI Call Center provides a powerful console for manager and agents to handle queue calls. Call Center Console is a web-based utility integrated with eMobile Web Client, including a customizable Wallboard for proactive tracking of 16 key performance metrics, and a switchboard-type Queue Panel for real-time monitoring & control of queue activities.

### Highlight

- Real-time metrics on Wallboard: Display a range of call center metrics and KPIs that allow queue managers to monitor and optimize performance, and spot emerging trends in a central location.
- Switchboard-type Queue Panel: Show the call metrics and agents' performance in real time, and offer a comprehensive view on activity of call that allows manager and agents to handle queue calls.
- SLA for performance measurement: Consistent delivering service that meets or exceeds the expectations set out in the SLA.
- Insightful Call Center reports: Real-time and historical reports that help system administrator to track queue performance indicators, and assess agent performance.

### Steps to set up Call Center

- Create a queue.
- Set up Call Center.
  - **Manage queue managers**: Set one or more extension users as queue managers. The queue managers can receive queue notifications by email.
  - Customize queue notification: Send email notifications to queue manager when a queue call is missed, abandoned, or the service level agreement reaches the alarm threshold.
  - **Grant queue panel permissions**: Grant permissions respectively for queue manager and agents.
  - Set up Service Level Agreement (SLA): Define a certain level of service for a queue.
- Manage Call Center report: View and schedule Call Center reports.

# Call Center Setup

# Set up Queue Managers

With call center service activated, you can set any extension as queue manager. A queue manager does not need to be a queue agent. This topic describes how to set queue managers.

Procedure

- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click Members tab.
- In the Queue Managers section, manage the queue managers:
  - **To add queue managers**: Select the desired extensions from the **Available** box to the **Selected** box.
  - **To delete queue managers**: Select the desired extensions from the **Selected** box to the **Available** box.
- Click Save and Apply.

# **Customize Queue Notification**

With call center service activated, the system sends email notifications to queue managers when a queue call is missed or abandoned, or when the service level agreement reaches the alarm threshold. This topic describes how to customize these notifications.

Prerequisites

- Make sure there is a valid email address assigned to queue manager's extension.
- Make sure system email works.

### Procedure

- Log in to ESI eSIP e-Series Web portal, go to Call Features > Queue, edit the desired queue.
- Click Members tab.
- Select the checkbox of notification option according your needs.
  - **Notify Manager when a queue call is missed**: Send an email to manager when a queue call is missed.
  - **Notify Manager when a queue call is abandoned**: Send an email to manager when a queue call is abandoned.
  - **Notify Manager when the SLA is lower than its alarm threshold**: Send an email to manager when the SLA alarm threshold is reached.
  - Notify Manager when a callback request is made: Send an email to manager when a callback request is made.
  - Notify Manager when a callback failed: Send an email to manager when a callback has failed.
- Click Save and Apply.

# **Grant Queue Panel Permissions**

With call center service activated, you can decide what the queue managers and agents can do on Queue Panel, and grant the Queue Panel permissions for queue manager and agents respectively. This topic describes how to grant permissions for queue manager and agents.

### **Queue Panel permissions**

Permission	Manager	Agents
Switch agents' Status		×
Call monitoring operations (Listen, Whisper, Barge In)		×
Switch agent's recording status		×
Call distribution management (Redirect, Transfer, Drag and Drop operation)		
Allow for picking up or hanging up agents' calls		
Call parking operation		

### Grant permissions for queue managers

- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click Queue Panel Permissions tab.
- In the Manager section, select the checkboxes of permissions according to your needs.
- Click **Save** and **Apply**.

### Grant permissions for agents

- Log in to ESI eSIP e-Series Web portal, go to Call Features > Queue, edit the desired queue.
- Click Queue Panel Permissions tab.
- In the **Agents** section, select the checkboxes of permissions according to your needs.
- Click **Save** and **Apply**.

# Set up Service Level Agreement (SLA)

With call center service activated, you can set up service level agreement for a queue. This topic describes what is service level agreement and how to set up service level agreement.

### What is Service Level Agreement (SLA)

Service Level Agreement is a call center performance statistic. It is the goal for how quickly the agent should answer a portion of the customers, and makes sure everyone is working to the same objectives. SLA is expressed as the percentage of conversations answered within a predefined amount of time. Let us suppose that the goal is to answer 80% of calls within 20 seconds. If the measurement is less than 80%, the manager knows they are outside their target Service Level.

The calculated formula shows as below:

```
SLA = (Number of calls answered within SLA time / Total calls) * 100%
```

### How to set up Service Level Agreement

You can set a target service level and SLA threshold for each queue, and evaluate the service level periodically.

- Log in to ESI eSIP e-Series Web portal, go to Call Features > Queue, edit the desired queue.
- Click **Preferences** tab.
- In the Service Level Agreement section, edit the SLA according to your needs.
  - SLA Time(s): Enter the maximum amount of time (in seconds) that an agent needs to answer an incoming call.
    - If a caller waits for a duration of time shorter than the SLA Time, the SLA is met.
  - Evaluation Interval(min): Enter the time interval to compare the queue's SLA performance against the alarm threshold so that the system can send a notification email timely.
  - Alarm Threshold(%): Enter the service level threshold for the queue.
  - Click Save and Apply.

# Call Center Reports

# Call Center Reports Overview

ESI eSIP e-Series Server provides a set of predefined reports concerning detailed information about call center performance. This topic describes what you can do with call center report, and the report types.

### What you can do with call center reports

The system automatically generates reports in the format of graphs or charts, and helps you to simplify analysis and extract invaluable data with ease. These reports can be historical and real-time. You can view and schedule reports on demand to evaluate past activities and plan future actions.

### Reports types

We divide reports into two categories: queue performance and agent performance.

- Queue performance reports: The queue performance reports provide insight into the work efficiency of one or more queues over a period of time, and help evaluate the performance of each queue.
  - Queue AVG Waiting & Talking Time
  - Queue Performance
  - Queue Performance Activity
  - Queue Callback Summary
  - Queue Callback Activity
  - Satisfaction Survey
  - Satisfaction Survey Details
- Agent performance reports: The agent performance reports provide insight into the performance of one or more agents, and help evaluate if every agent meets the expectations of your call center over a period of time.
  - Agent Login Activity
  - Agent Pause Activity
  - Agent Missed Call Activity
  - Agent Performance
  - Agent Call Summary

# Queue Performance reports

# **Queue AVG Waiting & Talking Time Report**

Queue AVG Waiting & Talking Time report provides granular insights into the hourly, daily, and monthly breakdown of the average amount of time that callers wait in a queue, and the average amount of time that queue agents spend in talking with callers. This topic intro- duces how to access the report and explains the key metrics in detail.

Access Queue AVG Waiting & Talking Time report Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Queue AVG Waiting & Talking Time.

eport Type		
Queue AVG Waitir	ng & Talking Time	~
DID/Outbound Ca	ller ID Activity	
IVR Report		
Queue AVG Waitii	ng & Talking Time	
Queue Performan	се	
Queue Performan	ce Activity	
Queue Callback S	ummary	
Oueue Callback A	ctivity	

Filter data by system time and queue(s).

Call Reports	Scheduled Reports	Download Scheduled Reports	Rate		
Report Type		Time	* Select Date	* Queue	
Queue AVG Waiting	g & Talking Time	∨ By Day	✓ 12/2023	6401-Support ×	$\sim$

A report that meets the filter criteria is displayed on the page, as shown below.

Queue AVG Wai	ting & Talking Time		
50	AVG Waiting Time (All Calls)	AVG Waiting Time (Answered Calls)	- Average Talking Time
50			
40			
30			
20			
10 Dec. <sup>1</sup> Dec. <sup>2</sup> Dec. <sup>2</sup>	" Dec <sup>4</sup> Dec <sup>5</sup> Dec <sup>6</sup> Dec <sup>7</sup> Dec <sup>8</sup> Dec <sup>9</sup> Dec <sup>10</sup> Dec <sup>11</sup> De	c. 12 per. 13 per. 14 per. 15 per. 16 per. 17 per. 18 per. 19 per. 20 per. 21 p	er <sup>12</sup> per <sup>13</sup> per <sup>24</sup> per <sup>15</sup> per <sup>16</sup> per <sup>21</sup> per <sup>18</sup> per <sup>30</sup>
Date	AVG Waiting Time (All Calls)	AVG Waiting Time (Answered Calls)	Average Talking Time
Dec. 21	00:00:06	00:00:06	00:00:09
Dec. 22	00:00:06	00:00:05	00:00:08
Dec. 27	00:00:07	00:00:08	00:00:58
Total	00:00:06	00:00:06	00:00:20

Report details

The key metrics for Queue AVG Waiting & Talking Time report is shown below.

Metric	Description
AVG Waiting Time (All Calls)	The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not. <i>Formula: (Total Ring Duration + Retry Interval) / Total Calls</i>
AVG Waiting Time (Answered Calls)	The average amount of time that the answered calls had been waiting in the queue before being answered by agents. Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls
Average Talking Time	The average amount of time that agents spent talking to callers. Formula: Total Talking Time / Total Answered Calls

# **Queue Performance Report**

Queue Performance report provides a quick overview of call queue performance and granular insights into queue calls. This topic introduces how to access the report and explains the key metrics in detail.

Access Queue Performance report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Queue Performance.

Call Reports	Scheduled Reports	
Report Type		
Queue Performan	ce ^	
PBX Call Activity		
DID/Outbound Ca	ller ID Activity	
IVR Report	-	
Queue AVG Waitin	ng & Talking Time	,
Queue Performan	ice	
Queue Performan	ce Activity	
Queue Callback S	ummary	

Filter data by system time, queue(s), call abandonment time, or talk duration.



A report that meets the filter criteria is displayed on the page, as shown below.

Queue	e Tota	l Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered	Details
Pre-Sa	iles 13		5	4	4	00:00:57	00:00:11	00:00:23	00:01:42	00:00:45	00:00:00	38.46%	R
Suppo	irt 6		4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	R
Total	19		9	4	6								

Report details We take the above report as an example to introduce the key metrics for Queue Performance report.

# Metrics for queue

Queue	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered Rate	Missed Rate	Abando	Details
Pre-Sa	es 13	5	4	4	00:00:57	00:00:11	00:00:23	00:01:42	00:00:45	00:00:00	38.46%	30.77%	30.77%	R
Suppo	t 6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	0%	33.33%	R
Total	19	9	4	6										

Metric	Description
Total Calls	The total number of calls that the queue received.
Answered	The total number of calls that the queue answered.
	The total number of calls that the queue missed.
	Note: A missed queue call includes, but is not limited to the following scenarios:
Missad	• A call exits the queue when the number of Maximum Callers is reached.
wissed	<ul> <li>A call exits the queue when the Maximum Waiting Time is reached.</li> </ul>
	<ul> <li>A call is assigned to another queue or extension by the queue manager.</li> </ul>
	• A caller presses a key to exit the queue and be routed to another destination.
Abandoned	The total number of calls that the callers abandoned.
	The average amount of time that agents spent handling customer calls.
Avg Handle Time	Formula: (Total Ring Duration of Answered Calls + Total Talk Duration of
	Answered Calls) / Total Answered Calls
	The average amount of time that the answered calls had been waiting in the
Avg Wait Time	queue before being answered by agents.
(Answered Calls)	Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total
	Answered Calls
Ava Wait Time	The average amount of time that all inbound calls had been waiting in the queue,
(All Calls)	regardless of whether they were answered or not.
	Formula: (Total Ring Duration + Retry Interval) / Total Calls
Max Wait Time	The maximum amount of time that callers waited in the queue, regardless of
(All Calls)	whether the calls were answered or not.
Ava Talk Time	The average amount of time that agents spent talking to callers.
	Formula: Total Talking Time / Total Answered Calls
Ava Hold Time	The average amount of time that calls were held.
	Formula: Total Hold Duration / Total Answered Calls
Answered Rate	The percentage of answered calls in relation to the total received calls.
	Formula: (Total Answered Calls / Total Calls) * 100%
Missed Rate	The percentage of missed calls in relation to the total received calls.
	Formula: (Total Missed Calls / Total Calls) * 100%
Abandon Rate	The percentage of abandoned calls in relation to the total received calls.
	Formula: (Total Abandoned Calls / Total Calls) * 100%
	The Service Level Agreement (SLA) for the queue. SLA is the percentage of
SLA	conversations answered within a predefined amount of time.
	Formula: (The Number of Calls Answered within SLA Time) / Total Calls) * 100%

# Metrics for queue call

		ID	Time	Call From	Agent	Statu	Reason	3		n Xs	
ueue Perfor	rmance	20231228112341139C1	12/28/2023 11:23:40	Terrell Smith<15880123	NONE	Mis	Queue Pre-Sales<6400> connected				
Download	0	20231228112143CFAB9	12/28/2023 11:21:42	Terrell Smith<15880123	NONE	Mis	Redirected to Naomi Nichols<2006>				
		202312281119374A622	12/28/2023 11:19:36	Terrell Smith<15880123	NONE	Mis	Queue Pre-Sales<6400> timed out,				
Queue	Total C	20231228111843CAB2A	12/28/2023 11:18:42	Terrell Smith<15880123	NONE	Mis	Queue Pre-Sales<6400> hung up	e Talking Time	AVG Hold Time	Answered	Details
Pre-Sales	13	2023122811183646847	12/28/2023 11:18:35	Terrell Smith<15880123	NONE	Aba	Terrell Smith<15880123456> hung	<b>*</b>		<b>3.45</b>	
Support	6	20231228111831094CD	12/28/2023 11:18:30	Terrell Smith<15880123	NONE	Aba	Terrell Smith<15880123456> hung	58	00:00:00	66.67%	R
Total	19	20231228111500BE662	12/28/2023 11:14:59	Terrell Smith<15880123	NONE	Aba	Terrell Smith<15880123456> hung				
		202312281113224A9C2	12/28/2023 11:13:21	Terrell Smith<15880123	Carmen Gordon test<	Ans	Queue Pre-Sales<6400> connected	0	Total :3 ⊰	1 >	20 / pag
		20231228111207D8D88	12/28/2023 11:12:06	Terrell Smith<15880123	Naomi Nichols<2006>	Ans	Queue Pre-Sales<6400> connected				
		20231228111051211AA	12/28/2023 11:10:50	Terrell Smith<15880123	Ashley Gardner<2007>	Ans	Queue Pre-Sales<6400> connected				
					Total :12 < 1	2	> 10 / page v Go to				

Metric	Description
ID	A unique ID for the call.
Time	When the call was received.
Call From	The number and the name of the Caller.
Agent	The Agent who answered the call.
	Note: If the call is not answered, <b>None</b> is displayed.
Status	<ul> <li>Call status.</li> <li>Answered</li> <li>Abandoned</li> <li>Missed</li> </ul>
Ring Duration	For answered calls, this indicates the time between the call started and the call was answered. For abandoned or missed calls, this indicates the time between the call started and the call disconnected.
Talk Duration	The time between the call answered and the call ended.
Hold Duration	The total amount of time that the call was held.
Reason	The reason why the call was not answered by the agent or why the call ended.

# **Queue Performance Activity Report**

Queue Performance Activity report provides granular insights into the hourly, daily, and monthly breakdown of call queue performance and queue calls. This topic introduces how to access the report and explains the key metrics in detail.

Access Queue Performance Activity report Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Queue Performance Activity.

Activity	^						
Queue AVG Waiting & Talking Time							
Activity							
imary							
Queue Callback Activity							
Satisfaction Survey							
Details							
	Activity & Talking Time Activity Imary vity Details						

Filter data by system time, queue(s), or call abandonment time.

# Note:

To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within X's** field. Calls abandoned within this time frame will NOT be included in the report.

Report Type	Time	* Select Date	* Queue	Exclude Calls Abandoned within Xs
Queue Performance Activity	✓ By Day ✓	12/2023 📋	6401-Support × V	

A report that meets the filter criteria is displayed on the page, as shown below.

Date	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered Rate	Mi: D	Details
Dec.	18	5	1	2	00:00:15	00:00:06	00:00:06	00:00:11	00:00:09	00:00:00	62.5%	12	R
Dec.	2 9	7	0	2	00:00:13	00:00:05	00:00:06	00:00:12	00:00:08	00:00:00	77.78%	0%	R
Dec.	7 6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	0%	R
Total	23	16	1	6	00:00:27	00:00:06	00:00:06	00:00:15	00:00:20	00:00:00	69.57%	4.3	

Report details We take the above report as an example to introduce the key metrics for Queue Performance Activity report.

Metrics for queue

ĺ	Date	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered Rate	Mi: Det	ails
	Dec. 21	8	5	1	2	00:00:15	00:00:06	00:00:06	00:00:11	00:00:09	00:00:00	62.5%	12. 🐼	
	Dec. 22	9	7	0	2	00:00:13	00:00:05	00:00:06	00:00:12	00:00:08	00:00:00	77.78%	0% 🐼	
	Dec. 27	6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	0% 💽	
	Total	23	16	1	6	00:00:27	00:00:06	00:00:06	00:00:15	00:00:20	00:00:00	69.57%	4.3	

Metric	Description
Avg Wait Time	The average amount of time that the answered calls had been waiting in the queue before being answered by agents.
(Answered Calls)	Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls
Avg Wait Time (All Calls)	The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not.
	Formula: (Total Ring Duration + Retry Interval) / Total Calls
Max Wait Time (All Calls)	The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.
Ava Talk Timo	The average amount of time that agents spent talking to callers.
	Formula: Total Talking Time / Total Answered Calls
	The average amount of time that calls were held.
Avg Hold Time	Formula: Total Hold Duration / Total Answered Calls
Answord Pata	The percentage of answered calls in relation to the total received calls.
Answered Nate	Formula: (Total Answered Calls / Total Calls) * 100%
Missed Bata	The percentage of missed calls in relation to the total received calls.
MISSEU Rate	Formula: (Total Missed Calls / Total Calls) * 100%
Abandan Bata	The percentage of abandoned calls in relation to the total received calls.
Abandon Rate	Formula: (Total Abandoned Calls / Total Calls) * 100%
01.4	The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a predefined amount of time.
JLA	Formula: (The Number of Calls Answered within SLA Time) / Total Calls) * 100%

# Metrics for queue call

Queue Performance /	Dec. 27 Details				X				
Download	ID	Time	Call From	Queue	Ar Reason				
	2023122713114407444	12/27/2023 13:11:44	Terrell Smith<15880123	Support	T∉ Queue Support<6401> connected				
Date Total Cal	20231227131015FD39B	12/27/2023 13:10:14	Terrell Smith<15880123	Support	Tr Queue Support<6401> connected	Talking Time	AVG Hold Time	Answered Rate	Mi: Deta
Dec. 21 8	20231227130839F4B31	12/27/2023 13:08:38	Terrell Smith<15880123	Support	Pf Queue Support<6401> connected		00:00:00	62.5%	12 😨
Dec. 22 9	20231227130828018BD	12/27/2023 13:08:27	Terrell Smith<15880123	Support	N: Terrell Smith<15880123456> hung		00:00:00	77.78%	0% 🖾
Dec. 27 6	20231227130745FCE1D	12/27/2023 13:07:44	Terrell Smith<15880123	Support	N: Terrell Smith<15880123456> hung	<b></b>		.05.07%	ctt 🛃
Total 23	20231227130553D15DE	12/27/2023 13:05:52	Terrell Smith<15880123	Support	Pi Queue Support<6401> connected	1	00:00:00	69.57%	4.3
					Total of the second second	0	Total :4 🧹		20 / page i

Metric	Description					
ID	A unique ID for the call.					
Time	When the call was received					
Call From	The number and the name of the caller.					
Queue	The queue that received the call.					
	The agent who answered the call.					
Agent	Note: if the call was not answered, <b>None</b> is displayed.					
	Call status.					
Otatura	Answered					
Status	Abandoned					
	• Missed					
	For answered calls, this indicates the time between the call started and the					
Ring Duration	call was answered.					
	For abandoned or missed calls, this indicates the time between the call					
	started and the call disconnected.					
Talk Duration	The time between the call answered and the call ended.					
Hold Duration	The total amount of time that the call was held.					
Reason	The reason why the call was not answered by the agent or why the call ended.					

# **Queue Callback Summary Report**

Queue Callback Summary report provides a quick overview of queue callback statistics. This topic introduces how to access the report and explains the key metrics in detail.

### Prerequisites

You have subscribed to Enterprise Plan or Ultimate Plan.

Access Queue Callback Summary report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Queue Callback Summary.



### Filter data by system time and queue(s).



A report that meets the filter criteria is displayed on the page, as shown below.



### **Report Details**

The key metrics for Queue Callback Summary report is shown below.

Metric	Description
Failed Callbacks	The number of failed callbacks.
Successful Callbacks	The number of successful callbacks.
Total Callbacks	The total number of callbacks for which callers requested successfully.
Total Calls	The total number of calls that the queue received

### **Queue Callback Activity Report**

Queue Callback Activity report provides granular insights into queue callback statistics. This topic introduces how to access the report and explains the key metrics in detail.

Prerequisites

You have subscribed to Enterprise Plan or Ultimate Plan.

Access Queue Callback Activity report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Queue Callback Activity.

Filter data by system time, queue, or callback result.

Report Type	Time		* Queue	Callback Result	
Queue Callback Activity $\lor$	01/07/2022 00:00:00 ~ 01/07/2022 23:59:59	Ë	6400-Support_Local v	All	$\sim$

### A report that meets the filter criteria is displayed on the page, as shown below.

Time	Call From	Callback Time	Callback Number	Waiting Time	Callback Result	Failed Reason
01/07/2022 16:43:15	6400-test:2000<2000>	01/07/2022 16:44:25	666665	00:01:10	Succeeded	
01/07/2022 16:37:55	6400-test:2000<2000>	01/07/2022 16:39:00	99999	00:01:05	Failed	Customer no answer
01/07/2022 16:34:28	6400-test:2000<2000>	01/07/2022 16:35:37	333333	00:01:09	Failed	Customer no answer
01/07/2022 16:08:00	6400-test:2000<2000>	01/07/2022 16:09:48	785469	00:01:48	Failed	Customer no answer
01/07/2022 15:38:08	6400-test:2000<2000>	01/07/2022 15:41:08	999999	00:03:00	Failed	No available agents
01/07/2022 15:19:45	6400:2000<2000>	01/07/2022 15:21:09	569875	00:01:24	Failed	Hang up by the agent
01/07/2022 15:09:32	6400:2000<2000>	01/07/2022 15:10:53	99999	00:01:21	Succeeded	
01/07/2022 14:16:54	6400:2000<2000>	01/07/2022 14:21:54	66666	00:05:00	Failed	No available agents
01/07/2022 14:13:35	6400:2000<2000>	01/07/2022 14:14:05	563942	00:00:30	Failed	No available agents
01/07/2022 14:10:31	6400:2000<2000>	01/07/2022 14:11:01	964583	00:00:30	Failed	No available agents
01/07/2022 14:05:58	6400:2000<2000>	01/07/2022 14:06:28	85643	00:00:30	Failed	No available agents
01/07/2022 14:02:11	6400:2000<2000>	01/07/2022 14:02:41	695423	00:00:30	Failed	No available agents
01/07/2022 13:59:38	6400:2000<2000>	01/07/2022 14:00:19	85689	00:00:41	Failed	No available agents
01/07/2022 13:56:23	6400:2000<2000>	01/07/2022 13:56:57	965482	00:00:34	Failed	No available agents
01/07/2022 13:55:27	6400:2000<2000>	01/07/2022 13:55:55		00:00:28	Failed	Invalid callback number
Total			15	00:19:40		

Report details

The key metrics for Queue Callback Activity report is shown below.

Metric	Description
Time	A unique ID for the call.
Call From	When the call was received
Callback Time	The number and the name of the caller.
Callback Number	The queue that received the call.
Waiting Time	The agent who answered the call. Note: if the call was not answered, None is displayed.
Callback Result	Call status.
Failed Reason	For answered calls, this indicates the time between the call started and the call was answered.

# Satisfaction Survey Report

Satisfaction Survey report provides a quick overview of the key pressed collected from callers for a queue and its agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Satisfaction Survey report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Satisfaction Survey.

Call Reports	Scheduled Reports	Download				
Report Type						
Satisfaction Surve	ey	~				
Queue Performan	ce Activity					
Queue Callback S	ummary					
Queue Callback A	ctivity					
Satisfaction Surv	еу					
Satisfaction Surv	ey Details					
Agent Login Activity						
Agent Pause Activity						
Agent Missed Ca	l Activity					

Filter data by system time and queue.

Report Type	Time		Queue
Satisfaction Survey $\lor$	11/01/2022 00:00:00 ~ 11/01/2022 23:59:59	Ë	6400-6400 🗸

### A report that meets the filter criteria is displayed on the page, as shown below.

Queue	KEY:2 (-1 Points)	KEY:4 (1 Points)	KEY:6 (3 Points)	KEY:8 (5 Points)	Total KEY	Total Points	Average Points
6400-6400	1	1	1	1	4	8	2
2000-Leo Ball	0	0	0	1	1	5	5
2006-Naomi Nichols	0	1	1	0	2	4	2
2007-Ashley Gardner	1	0	0	0	1	-1	-1

### Report details

The key metrics for Satisfaction Survey report is shown below.

Metric	Description
KEY: {key_pressed} ({numeric} Points)	The key pressed by caller and corresponding score for the key.
Total KEY	The total number of keys that were collected for the queue or an agent.
Total Points	The total satisfaction survey scores for the queue or an agent.
	The average satisfaction survey scores for the queue or an agent.
Average Points	Formula: Total Points / Total KEY, where the calculated average points will be truncated to two decimal places without rounding up.

# **Satisfaction Survey Details Report**

Satisfaction Survey Details report provides granular insights into customers' feedbacks on each queue call handled by an agent. This topic introduces how to access the report and explains the key metrics in detail.

Access Satisfaction Survey Details report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Satisfaction Survey Details.

Call Reports Scheduled Reports	
Report Type	
Satisfaction Survey Details	~
Queue Caliback Summary	
Queue Callback Activity	
Satisfaction Survey	
Satisfaction Survey Details	
Agent Login Activity	
Agent Pause Activity	
Agent Missed Call Activity	
- · · ·	

Filter data by system time, queue, or agent(s).

Report Type	Time	Queue	Agent
Satisfaction Survey Details	11/01/2022 00:00:00 ~ 11/01/2022 23:59:59 📋	6400-6400 $\vee$	V

A report that meets the filter criteria is displayed on the page, as shown below.

Agent	Time	Call From	Кеу	Points
2006-Naomi Nicholas	11/01/2022 10:57:00	9729144899	6	3
2007-Ashley Gardner	11/01/2022 10:55:47	9727257999	2	-1
2000-Leo Ball	11/01/2022 10:53:35	505525301	8	5
2006-Naomi Nicholas	11/01/2022 10:51:05	505525301	4	1

Report details The key metrics for Satisfaction Survey Details report is shown below.

Metric	Description
Time	The time that the caller called to the queue.
Call From	The caller's caller ID.
Кеу	The key that the caller pressed to rate the agent's service.
Points	The score for the key pressed.

# Agent Performance Reports

# Agent Login Activity Report

Agent Login Activity report provides a quick overview of the login and logout activities of queue agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Login Activity report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Agent Login Activity.



Filter data by system time, queue, or agent(s).

Call Reports	Scheduled Reports	Download Scheduled Reports	Rate			
Report Type		Time		Queue	Agent	
Agent Login Activity		12/30/2023 00:00:00 ~ 12/30/20	)23 23:59:59 🛛 🖂	6401-Support	× I	$\sim$

A report that meets the filter criteria is displayed below.

Agent	Logged In	Logged Out	Total Login Time
2000-Leo Ball	12/30/2023 10:18:39	12/30/2023 10:18:51	00:00:12
	12/30/2023 10:22:10	12/30/2023 10:26:49	00:04:39
Total			00:04:51
2001-Phillip Huff	12/30/2023 10:19:16	12/30/2023 10:26:43	00:07:27
Total			00:07:27

### Report details

The key metrics for Agent Login Activity report is shown below.

Metric	Description
Logged In	The date and time that the agent logged in to the queue.
Logged Out	The date and time that the agent logged out of the queue.
Total Login Time	The elapsed time between the login time and the logout time.

# Agent Pause Activity Report

Agent Pause Activity report provides a quick overview of the pause and unpause activities of queue agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Pause Activity report Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Agent Pause Activity.



Filter data by system time, queue, agent(s), or pause reason(s).

Agent Pause Activity 🗸 12/27/2023 00:00 00 ~ 12/27/2023 23:59.59 📋 6400-Pre-Sales 🗸	Report Type	Time	Queue	Agent	Pause Reason
	Agent Pause Activity $\vee$	12/27/2023 00:00:00 ~ 12/27/2023 23:59:59 📋	6400-Pre-Sales V	V	× .

A report that meets the filter criteria is displayed below.

Agent	Pause	Pause Reason	Unpause	Total Pause Time	Total Pauses
2005-Kristin Hale	12/27/2023 17:14:11	-	12/27/2023 17:14:15	00:00:04	1
	12/27/2023 17:14:19	Break	12/27/2023 17:14:41	00:00:22	1
	12/27/2023 17:17:04	Lunch	Change Pause Reason	00:00:07	
	12/27/2023 17:17:11	Break	12/27/2023 17:17:21	00:00:10	1
Total				00:00:43	3

### Report details

The key metrics for Agent Pause Activity report is shown below.

Metric	Description
Pause	The date and time that the agent switched status to Pause.
Pause Reason	The reason why the agent switched status to Pause.
Unpause	Indicate that the pause reason was changed; or display the date and time that the agent switched status to Unpause.
Total Pause Time	The elapsed time between switching to the current pause status and changing to another status (unpause or other pause reason).
Total Pauses	The number of times that the agent paused service, excluding changing pause reason.

# Agent Missed Call Activity Report

Agent Missed Call Activity report provides a quick overview of missed calls associated with individual agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Missed Call Activity report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Agent Missed Call Activity.

Call Reports	Scheduled Reports	
eport Type		
Agent Missed Call	Activity	~ 🔨
Saustaction Surve	у	
Satisfaction Surve	y Details	
Agent Login Activit	ty	
Agent Pause Activ	ity	
Agent Missed Call	Activity	
Agent Performanc	е	
Agent Call Summa	ry	
Ring Group Statisti	ics	

Filter data by system time, queue, or agent(s).

Call Reports Scheduled Reports	Download Scheduled Reports Rate		
Report Type	Time	Queue	Agent
Agent Missed Call Activity	✓ 12/27/2023 00:00:00 ~ 12/27/2023 23:59:59	6401-Support V	V

A report that meets the filter criteria is displayed on the page, as shown below.

Agent	Time	Waiting Time	Call From	Polling Attempts	Queue Status	Calls
2000-Leo Ball	12/27/2023 13:11:44	00:00:02	15880123456	1	Answered	1
	12/27/2023 13:10:14	00:00:07	13512345678	1	Answered	1
	12/27/2023 13:08:38	00:00:09	18509876554	1	Answered	1
	12/27/2023 13:05:52	00:00:15	15898705642	1	Answered	1
Total		00:00:33		4		4
2001-Phillip Huff	12/27/2023 13:11:44	00:00:02	15880123456	1	Answered	1
	12/27/2023 13:10:14	00:00:07	15880123456	1	Answered	1
Total		00:00:09		2		2

### Report details

We take the above report as an example to introduce the key metrics for Agent Missed Call Activity report.

Metric	Description
Time	The date and time that the caller called to the queue.
Waiting Time	The amount of time that the caller waited before being answered or timeout.
Call From	The caller's caller ID.
Polling Attempts	The number of polling attempts to call the agent.
Queue Status	<ul> <li>Whether the missed call was answered by other agents in the queue.</li> <li>Answered</li> <li>No Answered</li> </ul>
Count	Indicate that this is a missed call, and the value is fixed at 1.

# Agent Performance Report

Agent Performance report provides a quick overview of the performance of individual agents and the associated call queue, as well as granular insights into agent calls. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Performance report

Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Agent Performance.

eport Type		
Agent Performanc	ce	~
Agent Pause Activ	vity	
Agent Missed Call	l Activity	
Agent Performan	ce	
Agent Call Summa	ary	
Ring Group Statist	tics	
Extension Call Acc	counting	
Extension Coll Act	counting Dotails	

Filter data by system time, queue, agent(s), or call abandonment time.

Note:
To filter out abandoned short calls, specify the ring duration in the <b>Exclude Calls</b> <b>Abandoned within X's</b> field. Calls abandoned within this time frame will NOT be included in the report.

Call Reports	Scheduled Reports	Download Scheduled Reports	Rate			
Report Type		Time	Queue		Agent	Exclude Calls Abandoned within Xs
Agent Performance		12/27/2023 00:00:00 ~ 12/27/2	2023 23:59:59 📋 6401-5	upport v	V	5

A report that meets the filter criteria is displayed on the page, as shown below.

	Queue	Total Calls	Answered	Missed	Abandoned	AVG V	Vaiting Time (Answered Calls)	AVG Wa	AVG Waiting Time (All Calls)		Average Talking Time		Missed Rate
~	Support	5	4	0	1	00:00	08	00:00:08		00:00:15	00:00:58		0%
	Agent		Total Rings		Answered		Missed	Average Waiting Time	Max Waiting Time	Average Talking Time	Total Talking Time	Misse	d Rate
	2000-Leo Ball		00-Leo Ball 4 0 4 00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	100%				
	<table-cell> 200</table-cell>	1-Phillip Huff	4 2		2	2		00:00:12	:00:12 00:00:16	00:00:57	00:01:54	50%	
	<table-cell> 200</table-cell>	2002-Terrell Smith 1			1		0	00:00:02	00:00:02	00:01:03	00:01:03	0%	
	R 200	4-Troy Daniel	1		1		0	00:00:07	00:00:07	00:00:54	00:00:54	0%	

### Report details

We take the above report as an example to introduce the key metrics for Agent Performance report.

# Metrics for queue

	Queue	Total Calls	Answered	Missed	Abandoned	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time	Average Talking Time	Missed Rate
3	Support	5	4	0	1	00:00:08	00:00:08	00:00:15	00:00:58	0%

Metric	Description
Total Calls	The total number of calls that the queue received.
Answered	The total number of calls that the queue answered.
Missed	The total number of calls that the queue missed.
	Note: A missed queue call includes, but is not limited to, the following scenarios: A call exits the queue when the number of Maximum Callers is reached. A call exits the queue when the Maximum Waiting Time is reached. A call is assigned to another queue or extension by queue manager. A caller presses a key to exit the queue and be routed to another destination.
Abandoned	The total number of calls that the callers abandoned.
AVG Waiting Time	The average amount of time that the answered calls had been waiting in the queue
(Answered Calls)	before being answered by agents.
	Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls
AVG Waiting Time	The average amount of time that all inbound calls had been waiting in the queue,
(All Calls)	regardless of whether they were answered or not.
	Formula: (Total Ring Duration + Retry Interval) / Total Calls
Max Waiting Time	The longest time a caller waited in the queue.
Average Talking Time	The average amount of time that agents spent talking to callers. Formula: Total Talking Time / Total Answered Calls
Missed Rate	The percentage of missed calls in relation to the total received calls. Formula: (Total Missed Calls / Total Calls) * 100%

# Metrics for agents

	Queue	Total Calls	Answered	Missed	Abandoned	AVG Wai	iting Time (Answered Calls	) AVG Wait	ing Time (All Calls)	Max Waiting Time	Average Talking Time	Missed Rate
<u>r-</u> -	Support	5	4	0	1	00:00:08		00:00:08		00:00:15	00:00:58	0%
	Ag	ent	Total R	ings	Answered		Missed	Average Waiting Time	Max Waiting Time	Average Talking Time	Total Talking Time	Missed Rate
	20	00-Leo Ball	4		0		4	00:00:00	00:00:00	00:00:00	00:00:00	100%
	R 20	01-Phillip Huff	4		2		2	00:00:12	00:00:16	00:00:57	00:01:54	50%
L-+	<table-cell> 20</table-cell>	02-Terrell Smith	1		1		0	00:00:02	00:00:02	00:01:03	00:01:03	0%
	20	04-Troy Daniel	1		1		0	00:00:07	00:00:07	00:00:54	00:00:54	0%

Metric	Description
Total Rings	The total number of calls that the agent received.
_	Formula: Answered + Missed
Answered	The total number of calls that the agent answered.
Missed	The total number of calls that the agent missed.
	Note:
	If a call is distributed to an agent multiple times, the number of missed calls will be
	cumulated instead of counting only one missed call.
Average Waiting Time	The average amount of time that the answered calls had been waiting in the
	queue before being answered by the agent.
	Formula: Total Ring Duration of Answered Calls / Answered
Max Waiting Time	The longest waiting time of the answered calls.
Average Talking Time	The average amount of time that the agent spent talking to callers.
	Formula: Total Talk Duration / Answered
Total Talking Time	The total amount of time that the agent spent talking to callers.
Missed Rate	The percentage of missed calls in relation to the total received calls.
	Formula: (Missed / Total Rings) * 100%

# Metrics for agent call logs

oort Type	Time		Queue				Exclude Calls Aba	Abandoned within Xs	
gent Performance	2001-Phillip Huff Details						×	5	
Download O F	ID	Time	Call From	Status	Ring Duration	Reason			
Queue	2023122713114407444	12/27/2023 13:11:44	Terrell Smith<15880123	Missed	00:00:02	Agent Missed/Queue Answered	Time	Average Talking Ti	me Missed Ra
✓ Support	20231227131015FD39B	12/27/2023 13:10:14	Terrell Smith<15880123	Missed	00:00:07	Agent Missed/Queue Answered		00:00:58	0%
Ag	20231227130839F4B31	12/27/2023 13:08:38	Terrell Smith<15880123	Answered	00:00:09	Terrell Smith<15880123456> hung	ng Tim	e Total Talking Time	Missed Rate
	20231227130745FCE1D	12/27/2023 13:07:44	Terrell Smith<15880123	Missed	00:00:09	Agent Missed/Queue No Answered			
<b>L</b> 20	20231227130553D15DE	12/27/2023 13:05:52	Terrell Smith<15880123	Answered	00:00:16	Terrell Smith<15880123456> hung		00:00:00	100%
20					Total :	5 < 1 > 10 / page <		00:01:54	50%
<b>R</b> 20								00:01:03	0%
E 20						~ o	к	00-00-54	

Metric	Description
ID	A unique ID for the call.
Time	When the call was received.
Call From	The number and the name of the caller.
Status	Call status for the agent.
	Answered
	Missed
Ring Duration	For answered calls, this indicates the time between the call
	started and the call answered.
	For missed or abandoned calls, this indicates the time
	between the call started and the call disconnected.
Talk Duration	The time between the call answered and the call ended.
Polling Attempts	The number of polling attempts to call the agent.
Reason	The reason why the call was not answered by the agent or why the call ended.

# **Agent Call Summary Report**

Agent Call Summary report provides a quick overview of the internal calls and inbound calls received by queue agents, as well as the outbound calls that were made by queue agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Call Summary report Log in to PBX web portal, go to Reports and Recordings > Call Reports. In the Report Type drop-down list, select Agent Call Summary.

Call Reports	Scheduled Reports	
eport Type		
Agent Call Summa	'Y	^
Agent Login Activit	у	
Agent Pause Activi	ty	
Agent Missed Call	Activity	
Agent Performance	2	
Agent Call Summa	ry	
Ring Group Statisti	CS	
Extension Call Acc	ounting	-

Filter data by system time, queue, or agent(s).

A report that meets the filter criteria is displayed on the page, as shown below.



Call Reports Scheduled Reports	Download Scheduled Reports Rate		
Report Type	Time	Queue	Agent
Agent Call Summary $\vee$	12/27/2023 00:00:00 ~ 12/27/2023 23:59:59 🗎	6401-Support V	$\vee$

Report details The key metrics for Agent Call Summary report is shown below.

Metric	Description
Inbound	The number of internal calls and inbound calls that the agent received.
Talk Duration	The amount of time that the agent spent in internal calls and inbound calls.
Outbound	The number of outbound calls that the agent made.
Talk Duration	The amount of time that the agent spent in outbound calls.
Total calls	The total number of internal calls, inbound calls, and outbound calls handled by the agent.
Total Talk Duration	The total amount of time that the agent spent in internal calls, inbound calls, and outbound calls.
AVG Handle Time	The average amount of time that the agent spent in handling the answered calls. Formula: (Total Ring Duration of Answered Calls + Total Talk Duration of Answered Calls) / Total Answered Calls
Average Talking Time	The average amount of time that the agent spent in internal calls, inbound calls, and outbound calls.
AVG Hold Time	The average amount of time that calls were held
	Formula: Total Hold Duration / Total Answered Calls
Average Waiting	The average amount of time that the answered calls had been waiting in the
Time	queue before being answered by the agent.
	Formula: Total Ring Duration of Answered Calls / Total Answered Calls